

# Building Services General

| Date Rcvd  | Permit Number   | Counter Service | Bldg Plan Review | Permitting Process | Building Services General   |
|------------|-----------------|-----------------|------------------|--------------------|---|
| 10/29/2009 | ME2009-0849     | 5               |                  | 5                  | Very courteous and helpful.   |
| 10/29/2009 | PI2009-0144     | 5               |                  |                    |   |
| 10/29/2009 | ME2009-0851     | 5               |                  | 5                  |   |
| 10/29/2009 | ME20090840-0808 | 5               | 5                | 4                  | Please upgrade to fax program so we don't have to come in person to pay and p/u permit.                       |
| 10/29/2009 | GA2009-0100     | 5               | 5                | 5                  |   |
| 10/29/2009 |                 | 5               | 5                | 5                  |   |
| 10/29/2009 | DB2009-2483     | 5               | 5                | 5                  |   |
| 10/29/2009 | ME2009-0842     | 4               |                  | 3                  |   |
| 10/29/2009 | ME2009-0895     | 5               |                  | 5                  | Go teach Marion County  |
| 10/29/2009 |                 | 5               |                  |                    | Excellent-In and Out 4 mins - Thanks  |
| 10/29/2009 | PL2009-0186     | 4               | 4                | 4                  |   |
| 10/29/2009 | FR2009-0041     |                 |                  | 5                  | Very polite, permit kind of costly.   |
| 10/29/2009 | Site Plan       | 5               |                  |                    |   |
| 10/29/2009 | Site + Zoning   | 5               | 5                | 5                  | Warp Speed!! Excellent  |
| 10/29/2009 | BD2009-3518     | 5               |                  |                    | Martha Oliver was very helpful in obtaining my demo. Fro permit and answering my questions.<br>Michael Wade   |
| 10/29/2009 | BD2009-3704     | 5               | 5                |                    | Great Job - Great Service. Thanks to all  |
| 10/29/2009 | BD2009-3823     | 5               | 5                |                    | Excellent - All the time! Thanks  |
| 10/29/2009 | EL 2009-0841    | 5               | 5                |                    | Excellent Staff   |
| 10/29/2009 | BD2009-3461     | 5               | 5                |                    | Great Job- Fast Service. Thanks to all.   |
| 10/29/2009 | BD2009-3420     | 5               | 5                | 5                  | Great Staff, very helpful, extremely fast review process. Thank you for everything.                           |
| 10/29/2009 | EL2009-0950     | 5               |                  |                    | If you employees were as helpful as Rhonda and as courteous. The building department would be a better place. |
| 10/29/2009 | BD2009-3385     | 5               | 5                | 5                  | Computers were slow but otherwise great service.  |

| Date Rcvd  | Permit Number | Counter Service | Bldg Plan Review | Permitting Process | Building Services General               |
|------------|---------------|-----------------|------------------|--------------------|---|
| 10/29/2009 | BD2009-2914   | 5               | 5                | 5                  |   |
| 10/29/2009 | BD2009-3434   | 5               | 5                | 5                  | Very helpful. Very Pleasant. Jim A.M.S. |
| 10/29/2009 | ME2009-0809   | 5               | 5                | 5                  |   |
| 10/29/2009 | EL2009-0822   | 5               | 5                | 5                  |   |

**Total Permits** 24

**Average Counter Service** 4.9

**Average Bldg Plan Review** 4.9

**Average Permitting Process** 4.8

**5=Excellent**

**4=Good**

**3=Expected**

**2=Fair**

**1=Poor**

# Inspections 2 Survey Results By Date Range

| Date Rcvd  | Permit Number   | Mechanical | Electrical | Plumbing | Building | General | Comments   |
|------------|-----------------|------------|------------|----------|----------|---------|--|
| 10/29/2009 | EL2009-0822     |            | 5          |          |          |         |  |
| 10/29/2009 | EL 2009-0841    |            | 5          |          |          | 5       | Ms. Martha Oliver is great. She is friendly and professional. Kudos to your building dept. for hiring a great technician.          |
| 10/29/2009 | EL2009-0841     |            | 5          |          |          | 5       | Mr. Steven Wilcox handled my permit expeditiously and professionally Kudos to your building dept for hiring such a great examiner. |
| 10/29/2009 | EL 2009-0568    |            | 5          |          |          |         | Excellent Service  |
| 10/29/2009 | EI20090568      |            | 5          |          |          |         | Martha was great!  |
| 10/29/2009 | BD093901        | 5          |            |          |          |         |  |
| 10/29/2009 | FR2009-0041     |            |            |          |          | 5       | Fire - Very polite   |
| 10/29/2009 | ME2009-0895     | 5          |            |          |          |         |  |
| 10/29/2009 | ME2009-0842     | 4          |            |          |          |         |  |
| 10/29/2009 |                 |            | 5          |          |          |         |  |
| 10/29/2009 |                 | 5          | 5          | 5        | 5        | 5       |  |
| 10/29/2009 | GA2009-0100     | 5          | 5          | 5        | 5        | 5       |  |
| 10/29/2009 | ME20090840-0808 | 5          | 4          |          |          |         |  |
| 10/29/2009 | ME2009-0849     | 5          |            |          |          |         | Passed, there was little interaction between me and the inspector. I was pleased.  |

**Total Permits** 12

**Average** 4.9  
**Average Electrical** 4.9  
**Average Plumbing** 5  
**Average Building** 5  
**Average** 5

5=Excellent  
4=Good  
3=Expected  
2=Fair  
1=Poor

# Planning/Zoning/Development Review

| Date Rcvd  | Project Number | Customer Service | Zoning/Planning | Development Review | P/Z/D Comments:  |
|------------|----------------|------------------|-----------------|--------------------|--|
| 10/8/2009  | S2009-0017     | 5                | 5               | 5                  | Very pleased with the help and cooperation. Thanks Sandy.  |
| 10/26/2009 | T2009-0029     | 5                | 5               | 5                  |  |
| 10/21/2009 | DP2009-0028    | 5                | 5               | 5                  | Aimee Webb and Brad Cornelius have been accessible, responsive and enjoyable to work with throughout the process. Thank you. |
| 10/29/2009 | BD2009-3414    | 5                | 5               |                    |  |
| 10/29/2009 |                | 5                | 5               | 5                  | Excellent giving advice and answering questions very informative.  |
| 10/29/2009 |                | 5                |                 |                    | By Kathy Steele. Tom Eaton   |
| 10/29/2009 |                | 5                | 5               | 5                  | Thank you Sandy and Brad for taking the time to help protect "our world" a little longer. Hali Whatley                       |
| 10/29/2009 | BD2009-3901    | 5                |                 |                    |  |
| 10/29/2009 |                | 5                | 5               | 5                  | Experience was excellent a lot of time spent with answering my questions.  |
| 10/29/2009 | BD2009-3420    | 5                | 5               | 5                  | Great Staff , very helpful, a pleasure to do business with you all. Keep up the good work.                                   |

| Date Rcvd | Project Number | Customer Service | Zoning/Planning | Development Review | P/Z/D Comments: |
|-----------|----------------|------------------|-----------------|--------------------|-----------------|
|-----------|----------------|------------------|-----------------|--------------------|-----------------|

Total Permits 10

Average Customer Service 5

Average Zoning/Planning Review 5

Average Development Review 5

5=Excellent

4=Good

3=Expected

2=Fair

1=Poor

# ***Mosquito Control by Date Range***

| <i><b>Date Rcvd</b></i>                 | <i><b>Location</b></i>            | <i><b>Initial Contact</b></i> | <i><b>Customer Service</b></i>   | <i><b>Response Time</b></i> | <i><b>Effectiveness of Service</b></i> | <i><b>MC Comments:</b></i>   |
|---|-----------------------------------|-------------------------------|--|-----------------------------|--|--|
| 10/11/2009                              |                                   | 5                             | 5  | 5                           | 5                                      | P.S. It was better when The Villages wasn't here.  |
| 10/13/2009                              | The Villages                      | 4                             | 5  | 4                           | 4                                      |  |
| 10/13/2009                              | Oxford                            | 4                             | 4  | 4                           | 4                                      | Great Service  |
| 10/13/2009                              | 2078 EC 476                       | 5                             | 5  | 5                           | 4                                      | I was unaware that this service was available until a friend told me. It has decreased the number of mosquitos by 70%. It was misery before. |
| 10/15/2009                              | Lake Panasoffkee                  | 5                             | 5  | 5                           | 4                                      |  |
| 10/15/2009                              | 6545 W SR 44<br>Wildwood          | 5                             | 5  | 4                           | 4                                      | We appreciate the service.   |
| 10/22/2009                              | 5098 N CR 470 Lake<br>Panasoffkee | 5                             | 5  | 5                           | 5                                      | Great Job. Thanks for this effective service   |
| 10/23/2009                              |                                   | 4                             | 4  | 4                           | 4                                      |  |
| <b>Total Surveys    8</b>               |                                   |                               |  |                             |  |  |
| <b>Average Initial Contact</b>          |                                   | 4.6                           | <b>5=Excellent</b><br><b>4=Good</b><br><b>3=Expected</b><br><b>2=Fair</b><br><b>1=Poor</b> |                             |  |  |
| <b>Average Customer</b>                 |                                   | 4.8                           |  |                             |  |  |
| <b>Average Response Time</b>            |                                   | 4.5                           |  |                             |  |  |
| <b>Average Effectiveness of Service</b> |                                   | 4.2                           |  |                             |  |  |

## ***Parks and Recreation by Date Range***

| <i><b>Date Rcvd</b></i> | <i><b>Facility</b></i>  | <i><b>Initial Contact</b></i> | <i><b>Customer Service</b></i> | <i><b>Scheduling</b></i> | <i><b>Setup/Cleanliness</b></i> | <i><b>P &amp; R Comments:</b></i>  |
|-------------------------|-------------------------|-------------------------------|--------------------------------|--------------------------|---------------------------------|--|
| 10/2/2009               |                         | 5                             | 5                              | 5                        | 5                               |  |
| 10/5/2009               | Oxford                  | 5                             | 5                              | 5                        | 5                               | Not only does the gentleman clean very well but he is also very courteous!                                       |
| 10/5/2009               | Oxford                  |                               |                                |                          | 5                               | Gentleman who cleas the building does an excellent job. He is courteous and will do anything we ask.-            |
| 10/13/2009              | Lake Pan Community Bldg | 5                             | 5                              | 5                        | 5                               | Really appreciate Josh who gets the bathrooms to stay open for the kids who come after school in the afternoons. |
| 10/15/2009              | Croom-A-Coochee         | 5                             | 5                              | 5                        | 5                               |  |
| 10/15/2009              | Croom-A-Coochee         | 5                             | 5                              | 5                        | 5                               | Guys take great care..   |

**Total Surveys** 6

|                                  |   |                    |
|----------------------------------|---|--------------------|
| <b>Average Initial Contact</b>   | 5 | <b>5=Excellent</b> |
| <b>Average Customer</b>          | 5 | <b>4=Good</b>      |
| <b>Average Scheduling</b>        | 5 | <b>3=Expected</b>  |
| <b>Average Setup/Cleanliness</b> | 5 | <b>2=Fair</b>      |
|                                  |   | <b>1=Poor</b>      |

# ***Solid Waste by Date Range***

| <i><b>Date Received</b></i>     | <i><b>Day Visited</b></i> | <i><b>Initial Contact</b></i> | <i><b>Customer Service</b></i> | <i><b>Site Appearance</b></i> | <i><b>Recycling Options</b></i> | <i><b>Solid Waste Comments:</b></i>  |
|---------------------------------|---------------------------|-------------------------------|--------------------------------|-------------------------------|---------------------------------|--|
| 10/1/2009                       | 9/23/2009                 | 5                             | 5                              | 5                             |                                 | I called 3 times before I left the house and the girl who answered was kind and patient and explained everthing! I wish my yard looked as good as this place. The guys were great when they unloaded my heaters! Thanks! |
| 10/7/2009                       | 9/26/2009                 | 5                             | 5                              | 4                             | 4                               | The young lady at the scales was just wonderful. We didn't see any other workers.  |
| 10/7/2009                       | 9/25/2009                 | 5                             | 5                              | 5                             |                                 |  |
| 10/19/2009                      | 10/15/2009                | 5                             | 5                              | 5                             | 5                               | Keep driveway swept of nails and glass. I've had 1 flat tires soon after I left the site.  |
| 10/16/2009                      | 10/13/2009                | 5                             | 5                              | 5                             | 5                               |  |
| <b>Total Surveys</b>            |                           | 5                             |                                |                               |                                 |  |
| <b>Average Initial Contact</b>  |                           | 5                             |                                |                               |                                 | 5=Excellent<br>4=Good<br>3=Expected<br>2=Fair<br>1=Poor  |
| <b>Average Customer Service</b> |                           | 5                             |                                |                               |                                 |  |
| <b>Average Site Appearance</b>  |                           | 4.8                           |                                |                               |                                 |  |
| <b>Average Recycling</b>        |                           | 4.7                           |                                |                               |                                 |  |



# Animal Control Adoption

Date Rcvd #1 #2 #3 #4 #5 #6 #7 #8 #9 #10 #11 #12  
Comments

Adopt Dog Explain Adopt Cat Explain Adoption

10/8/2009 5 5 5 5 5 5 5 5 5 5 5 5

My new dog Papi is great!

10/13/2009 5 5 5 5 5 4 5 5 5 4 4 5

Slightly unhappy because the kitty was only 1 month old and weight 1lb 4 oz. and they wanted it fixed at that time. I took it back later.

10/14/2009 5 5 5 5 5 5 5 5 5 5 5 5

Total Surveys 3

## Rating

5=Outstanding  
4=Good  
3=Satisfactory  
2=Improvement Needed  
1=Unsatisfactory

Average Question 1 5

Average Question 2 5

Average Question 3 5

Average Question 4 5

Average Question 5 5

Average Question 6 4.7

Average Question 7 5

Average Question 8 5

Average Question 9 5

Average Question 10 4.7

Average Question 11 4.7

Average Question 12 5

## Questions

1. Animal Control (AC) staff treated me with respect and courtesy.
2. AC staff thoroughly explained the adoption process.
3. The adoption process was easy and affordable.
4. I was asked appropriate questions to aid in securing an adoption.
5. I did not wait long to adopt a pet from the shelter.
6. I received the known history of the animal I adopted.
7. AC staff responded promptly to my questions, phone calls and other contacts.
8. Oral instructions from AC staff were clear and easily understood.
9. Written materials provided by AC staff were clear and easily understood.
10. I will likely return to adopt another animal.
11. I will likely recommend the AC shelter to friends/relatives as a good place to adopt a pet.
12. Rate your overall satisfaction with AC Services.

## Did you adopt a dog? (Check indicates Yes)

Total Adopt a Dog 2

% Total Dog Adoptions 67%

## Did you adopt a cat? (Check indicates Yes)

Total Adopt a Cat 1

% Total Cat Adoptions 33%

# Animal Control Officer

| Date Rcvd  | #1 | #2 | #3 | #4 | #5 | #6 | #7 | #8 | Visit Notice | Explain | Citation | Explain | Comments  |
|------------|----|----|----|----|----|----|----|----|--------------|---------|----------|---------|---|
| 10/14/2009 | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 5  |              | NO      |          | No      |   |
| 10/16/2009 | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 4  |              |         |          |         | You assisted the best you could.<br><br>you can do more to keep pit bull dogs off the streets. Should be able to put them down after the first attack!! Should also make owners of pit bulls who attack our dogs pay for our veterinarian |
| 10/26/2009 | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  |              |         |          |         |   |

Total Surveys 3

## Rating

5=Outstanding  
4=Good  
3=Satisfactory  
2=Improvement Needed  
1=Unsatisfactory

Average Question 1 4.7  
Average Question 2 4.7  
Average Question 3 4.7  
Average Question 4 4.7  
Average Question 5 4.7  
Average Question 6 4.7  
Average Question 7 4.7  
Average Question 8 4.7

## Questions

1. The Animal Control Officer (ACO) treated me with respect and courtesy.
2. The ACO made clear to me how I can comply with animal control laws.
3. My interaction with the ACO was informative.
4. The ACO provided individual attention to my issues.
5. The ACO answered my questions both clearly and professionally.
6. The ACO (and office staff if applicable) responded promptly to my questions, phone calls and other contacts.
7. The ACO promptly responded to my request for assistance with an animal at my home or in the community.
8. Rate your overall satisfaction with your experience with Animal Control Services.

## Did you receive a completed Notice of Visit at your residence? (Check indicates

Total Notice of Visit 0  
% Total Notice of Visit 0%

## Did you receive a citation? (Check indicates Yes)

Total Receive Citation 0  
% Total Receive Citation 0%

# Probation

| <i>Date Rcvd</i> | <i>#1</i> | <i>#2</i> | <i>#3</i> | <i>#4</i> | <i>#5</i> | <i>#6</i> | <i>#7</i> | <i>#8</i> | <i>#9</i> | <i>#10</i> | <i>#11</i> | <i>#12</i> | <i>Probation Comments</i> |
|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|---------------------------|
| 10/30/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 4         | 5          | 4          | 4          |                           |
| 10/30/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5          | 5          | 5          |                           |
| 10/30/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5          | 5          | 5          |                           |
| 10/30/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5          | 5          | 5          | Debra Thorpe is great.    |
| 10/30/2009       | 4         | 4         | 4         | 4         | 4         | 4         | 4         | 4         | 4         | 4          | 4          | 4          |                           |
| 10/30/2009       | 5         | 4         | 5         | 5         | 5         | 4         | 5         | 5         | 5         | 5          | 4          | 5          |                           |
| 10/30/2009       | 5         | 4         | 5         | 4         | 4         | 4         | 5         | 5         | 4         | 4          | 4          | 5          |                           |
| 10/30/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5          | 5          | 5          |                           |
| 10/30/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5          | 5          | 5          |                           |

Total Surveys 9

Average Question 1 4.9

Average Question 2 4.7

Average Question 3 4.9

Average Question 4 4.8

Average Question 5 4.8

Average Question 6 4.7

Average Question 7 4.9

Average Question 8 4.9

Average Question 9 4.7

Average Question 10 4.8

Average Question 11 4.6

Average Question 12 4.8

## Rating

5=Outstanding

4=Good

3=Satisfactory

2=Improvement Needed

1=Unsatisfactory

## Questions

1. Probation staff treated me with respect and courtesy.

2. The orientation session helped me to better understand what to expect of probation.

3. My Probation Officer provided individual attention to my issues.

4. Staff had a detailed understanding of the probation system.

5. My first appointment was scheduled in a timely manner.

6. Probation staff responded promptly to my questions, phone calls and other contacts.

7. My Probation Officer answered my questions both clearly and professionally.

8. Clear documentation was provided to me regarding the conditions of my probation.

9. The life skills I learned were helpful to me to avoid future offenses.

10. My Probation Officer spent sufficient time with me.

11. The probation office is conveniently located.

12. Rate your overall satisfaction with your experience regarding your probation.

# Veterans Benefits by Date Range

| <i>Date Rcvd</i> | <i>#1</i> | <i>#2</i> | <i>#3</i> | <i>#4</i> | <i>#5</i> | <i>#6</i> | <i>#7</i> | <i>#8</i> | <i>#9</i> | <i>VSO Comments:</i>  |
|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---|
| 10/7/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | I want to express my thanks to Deborah Smith. She has been extremely helpful and always made herself available to answer questions. She would research my claim and give me excellent advice. Deborah is always friendly, courteous, and knowledgeable. She seems untiring. She is a tremendous asset to The Villages Annex office. Fred also has been very helpful in helping me to understand the procedures. Thanks to the great staff!  |
| 10/6/2009        | 4         | 4         | 4         | 4         | 4         | 4         | 4         | 4         | 4         |   |
| 10/5/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         |   |
| 10/5/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | I wish to let everyone know that the service received at the bushnell office was very professional, respectful of both myself and my wife. All of Mr. Harrop and his staff should be commended for their efficiency and quick response to all of my needs. The office staff at The Villages were also very quick to help me whenever I called them also. Without Mr. Harrop's help I do not feel I would be where I am today my hat is off to Mr. Harrop and will continue to hope that the Veterans Services will always be in Bushnell for all Veterans who need their help. Jimmie |
| 10/5/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | Carolyn at Sumter office has been very helpful in helping any way she can. She is a wonderful warm person. Paul has also been very kind and helpful when I call for Carolyn.  |
| 10/5/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | I just want to thank our father for directing us to you. It was getting to the point where I did not know when Bert (my wife) was going to fall next. I could not always pick her up and would have to call 911 for assistance. Your people are doing a wonderful job in giving her the help she needs. The stress has been a real problem, you have eliminated that. Thank you   |
| 10/5/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | I would like to maintain that I have been seeing and speaking with Carolyn Alfrey who is a counselor at the Bushnell VA Service Office. I have been very pleased with her attention and care she has shown me in the matter of benefits from my late husband's death from ALS. Sincerely Mrs. Barbara Meyer   |
| 10/8/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         |   |
| 10/8/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | We were very thankful for your help.  |
| 10/8/2009        | 4         | 4         | 4         | 4         | 4         | 4         | 4         | 4         | 4         |   |
| 10/8/2009        | 3         | 3         | 3         | 3         | 3         | 3         | 3         | 3         | 3         |   |
| 10/8/2009        | 4         | 5         | 4         | 4         | 4         | 4         | 4         |           | 4         |   |
| 10/8/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | I have been working with Debbie Smith for the last year. She has been very responsive and helpful in gaining my disability benefits.  |
| 10/8/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | Ms. Smith was so very helpful. She explained everything to me and helped me so much. I had just lost my husband and really didn't know what to do but she got me through everything. Your receptionist Linda was also very helpful.   |
| 10/8/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         |   |
| 10/8/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | I would like to comment specifically on the assistance of Deborah Smith. Deb is a true professional, very knowledgeable of the VA Services. Her willingness to help made a first timers visit a pleasure. Deb's assistance and follow-up is a real asset to your organization. One of the nicest people I have met since moving to Florida. George Nester   |

| <i>Date Rcvd</i> | <i>#1</i> | <i>#2</i> | <i>#3</i> | <i>#4</i> | <i>#5</i> | <i>#6</i> | <i>#7</i> | <i>#8</i> | <i>#9</i> | <i>VSO Comments:</i>   |
|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--|
| 10/9/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         |  |
| 10/9/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         |  |
| 10/9/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | Richard Dobson and his office assistant went over and above to be of service to both my husband and I in a very difficult situation. They explained the processes involved and the benefits to which he and I were entitled in a clear and easy to understand language. They made scheduling easy to accomplish and suitable to our situation around other appointments. They were an absolute pleasure to deal with. Dolores  |
| 10/9/2009        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         |  |
| 10/13/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | Totally Satisfied Super Job.   |
| 10/15/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | Our experience with Fred Harrop, manager U.S.A.F. (retired) at The Villages Veterans Service Office was of great assistance to my husband Loren Polzin and myself. My husband passed on Aug 3, 2009 for A.L.S. Fred Harrop went the extra mile for us as he knew how difficult our lives had become not able to even go to his office to sign papers, he came to our home personally and talked with and commended my husband on his service to our country. He ranks very high on our list as a true advocate for the veterans of our great U.S.A. Thank you Janet Polzin |
| 10/15/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         |  |
| 10/15/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | I was very pleased with the service I received.  |
| 10/16/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         |  |
| 10/16/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         |  |
| 10/23/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | Mr. Cheek in the Bushnell Office went out of his way to explain what I might expect as to time and information needed to possibly obtain our benefits for my husband who is very ill.  |
| 10/26/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | Debra is outstanding!  |
| 10/30/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | I would like to take this opportunity and express my sincere gratitude for the outstanding support extended to me by veteran services. Carolyn Alfrey went above and beyond to assist me. She is a very dedicated professional. It was obvious to me that her attention to detail and knowledge of the VA system came about through hard work and dedication to veterans. Causes. Thank you Dennis Angelo  |
| 10/22/2009       | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | I begin receiving my check from the VA and it is a big help. Thanks James Franklin   |

*Date Rcvd    #1    #2    #3    #4    #5    #6    #7    #8    #9    VSO Comments:*

**Total Surveys    30**

**Average Question 1    4.8**

**Average Question 2    4.9**

**Average Question 3    4.8**

**Average Question 4    4.8**

**Average Question 5    4.8**

**Average Question 6    4.8**

**Average Question 7    4.8**

**Average Question 8    4.9**

**Average Question 9    4.8**

***Rating***

5=Outstanding

4=Good

3=Satisfactory

2=Improvement Needed

1=Unsatisfactory

***Questions***

1. Veterans Service Office (VSO) was responsive to my needs.

2. VSO staff treated me with respect and courtesy.

3. The VS Officer provided individual attention to my issues.

4. I was asked appropriate questions to aid in obtaining my earned benefits.

5. VSO staff has a good understanding of the details involved in obtaining veterans benefits.

6. VSO staff responded promptly to my question, phone inquiries, and other contacts.

7. My VS Officer answered my questions both clearly and professionally.

8. The VS Office spent sufficient time with me to fully understand my needs.

9. Rate your overall satisfaction with your experience.

# EC Rowe II Library

*Date Rcvd* 1-3/week 1/week < 1/month *Not Regular Books* *AudioBooks* *MusicCDs* *DVDs* *Newspapers* *Magazines* *UseComputer*  
*AdultProgram* *Study/Work* *Socialize* *NoneofThese* *Use For* # 3 # 3 *Comment* # 4 *Yes* # 4 *No* *ChildProgram* *TeenProgram*  
# 4 *Not Look* # 4 *Comment* # 5 # :

**Total Surveys 4**

## 1. How often do you visit the library?

|                            |   |                              |     |
|----------------------------|---|------------------------------|-----|
| Total One to three times   | 2 | <i>Percent Total Surveys</i> | 50% |
| Total At least once        | 0 | <i>Percent Total Surveys</i> | 0%  |
| Total Less than once       | 1 | <i>Percent Total Surveys</i> | 25% |
| Total Not on regular basis | 0 | <i>Percent Total Surveys</i> | 0%  |

## 2. Which services do you frequently use at the library? (Check all that apply)

|                    |   |                              |     |                             |   |                              |    |
|--------------------|---|------------------------------|-----|-----------------------------|---|------------------------------|----|
| Total Books        | 3 | <i>Percent Total Surveys</i> | 75% | Total Attend Child Programs | 0 | <i>Percent Total Surveys</i> | 0% |
| Total Audio Books  | 0 | <i>Percent Total Surveys</i> | 0%  | Total Attend Teen Programs  | 0 | <i>Percent Total Surveys</i> | 0% |
| Total Music CDs    | 0 | <i>Percent Total Surveys</i> | 0%  | Total Attend Adult Programs | 0 | <i>Percent Total Surveys</i> | 0% |
| Total DVDs         | 0 | <i>Percent Total Surveys</i> | 0%  | Total Study or Work Space   | 0 | <i>Percent Total Surveys</i> | 0% |
| Total Newspapers   | 0 | <i>Percent Total Surveys</i> | 0%  | Total Socialize             | 0 | <i>Percent Total Surveys</i> | 0% |
| Total Magazines    | 0 | <i>Percent Total Surveys</i> | 0%  | Total None of these         | 0 | <i>Percent Total Surveys</i> | 0% |
| Total Use Computer | 1 | <i>Percent Total Surveys</i> | 25% |                             |   |                              |    |

## 3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2.25 3 *Very Satisfied* 2 *Satisfied* 1 *Not Very Satisfied*

## 4. I found something to read, watch or listen to for myself or someone else on this library visit.

|                                 |   |                              |     |
|---------------------------------|---|------------------------------|-----|
| Total Question 4 Yes            | 3 | <i>Percent Total Surveys</i> | 75% |
| Total Question 4 No             | 0 | <i>Percent Total Surveys</i> | 0%  |
| Total Question 4 Not Look Today | 0 | <i>Percent Total Surveys</i> | 0%  |

## 5. The library staff was responsive to my needs.

Average # 5 2.25 3 *Very Satisfied* 2 *Satisfied* 1 *Not Very Satisfied*

Monday, November 16, 2009

Total Surveys 4

**6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)**

|                                     |   |                       |     |
|-------------------------------------|---|-----------------------|-----|
| Total #6 Children Programs Events   | 1 | Percent Total Surveys | 25% |
| Total #6 Summer Reading Program     | 0 | Percent Total Surveys | 0%  |
| Total #6 Teen Programs Events       | 0 | Percent Total Surveys | 0%  |
| Total #6 Computer Classes/Workshops | 0 | Percent Total Surveys | 0%  |
| Total #6 Adult Programs Events      | 0 | Percent Total Surveys | 0%  |
| Total #6 None of These Programs     | 2 | Percent Total Surveys | 50% |

**7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)**

|                                     |   |                       |     |
|-------------------------------------|---|-----------------------|-----|
| Total #7 Children Programs Events   | 0 | Percent Total Surveys | 0%  |
| Total #7 Teen Programs Events       | 0 | Percent Total Surveys | 0%  |
| Total #7 Adult Programs Events      | 0 | Percent Total Surveys | 0%  |
| Total #7 Computer Classes/Workshops | 1 | Percent Total Surveys | 25% |
| Total #7 Other                      | 0 | Percent Total Surveys | 0%  |

**8. Please rate your satisfaction with the physical facility of this library:**

|                               |      |   |
|-------------------------------|------|---|
| Average Size                  | 3    | 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied |
| Average Cleanliness           | 3    | 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied |
| Average Furniture/Furnishings | 3    | 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied |
| Average Number of Computers   | 2.33 | 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied |

**Please tell us about yourself.**

|                 |              |   |                       |     |
|-----------------|--------------|---|-----------------------|-----|
| <b>Are you:</b> | Total Male   | 0 | Percent Total Surveys | 0%  |
|                 | Total Female | 3 | Percent Total Surveys | 75% |

**How old are you?**

|                |   |                       |     |
|----------------|---|-----------------------|-----|
| Total Under 18 | 2 | Percent Total Surveys | 50% |
| Total 18-24    | 0 | Percent Total Surveys | 0%  |
| Total 25-39    | 1 | Percent Total Surveys | 25% |
| Total 40-55    | 0 | Percent Total Surveys | 0%  |
| Total 56+      | 0 | Percent Total Surveys | 0%  |

Monday, November 16, 2009



# Lake Panasoffkee Library

Date Rcvd 1-3/week 1/week < 1/month Not Regular Books AudioBooks MusicCDs DVDs Newspapers Magazines UseComputer  
 AdultProgram Study/Work Socialize NoneofThese Use For # 3 # 3 Comment # 4 Yes # 4 No ChildProgram TeenProgram  
 # 4 Not Look # 4 Comment # 5 # :

**Total Surveys 1**

## 1. How often do you visit the library?

|                            |   |                       |      |
|----------------------------|---|-----------------------|------|
| Total One to three times   | 1 | Percent Total Surveys | 100% |
| Total At least once        | 0 | Percent Total Surveys | 0%   |
| Total Less than once       | 0 | Percent Total Surveys | 0%   |
| Total Not on regular basis | 0 | Percent Total Surveys | 0%   |

## 2. Which services do you frequently use at the library? (Check all that apply)

|                    |   |                       |      |                             |   |                       |    |
|--------------------|---|-----------------------|------|-----------------------------|---|-----------------------|----|
| Total Books        | 1 | Percent Total Surveys | 100% | Total Attend Child Programs | 0 | Percent Total Surveys | 0% |
| Total Audio Books  | 0 | Percent Total Surveys | 0%   | Total Attend Teen Programs  | 0 | Percent Total Surveys | 0% |
| Total Music CDs    | 0 | Percent Total Surveys | 0%   | Total Attend Adult Programs | 0 | Percent Total Surveys | 0% |
| Total DVDs         | 1 | Percent Total Surveys | 100% | Total Study or Work Space   | 0 | Percent Total Surveys | 0% |
| Total Newspapers   | 1 | Percent Total Surveys | 100% | Total Socialize             | 0 | Percent Total Surveys | 0% |
| Total Magazines    | 1 | Percent Total Surveys | 100% | Total None of these         | 0 | Percent Total Surveys | 0% |
| Total Use Computer | 1 | Percent Total Surveys | 100% |                             |   |                       |    |

## 3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 0 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

## 4. I found something to read, watch or listen to for myself or someone else on this library visit.

|                                 |   |                       |    |
|---------------------------------|---|-----------------------|----|
| Total Question 4 Yes            | 0 | Percent Total Surveys | 0% |
| Total Question 4 No             | 0 | Percent Total Surveys | 0% |
| Total Question 4 Not Look Today | 0 | Percent Total Surveys | 0% |

## 5. The library staff was responsive to my needs.

Average # 5 0 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

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Total Surveys 1

**6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)**

|                                     |   |                       |    |
|-------------------------------------|---|-----------------------|----|
| Total #6 Children Programs Events   | 0 | Percent Total Surveys | 0% |
| Total #6 Summer Reading Program     | 0 | Percent Total Surveys | 0% |
| Total #6 Teen Programs Events       | 0 | Percent Total Surveys | 0% |
| Total #6 Computer Classes/Workshops | 0 | Percent Total Surveys | 0% |
| Total #6 Adult Programs Events      | 0 | Percent Total Surveys | 0% |
| Total #6 None of These Programs     | 0 | Percent Total Surveys | 0% |

**7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)**

|                                     |   |                       |    |
|-------------------------------------|---|-----------------------|----|
| Total #7 Children Programs Events   | 0 | Percent Total Surveys | 0% |
| Total #7 Teen Programs Events       | 0 | Percent Total Surveys | 0% |
| Total #7 Adult Programs Events      | 0 | Percent Total Surveys | 0% |
| Total #7 Computer Classes/Workshops | 0 | Percent Total Surveys | 0% |
| Total #7 Other                      | 0 | Percent Total Surveys | 0% |

**8. Please rate your satisfaction with the physical facility of this library:**

|                               |                  |             |                      |
|-------------------------------|------------------|-------------|----------------------|
| Average Size                  | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Cleanliness           | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Furniture/Furnishings | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Number of Computers   | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |

**Please tell us about yourself.**

|                 |              |   |                       |      |
|-----------------|--------------|---|-----------------------|------|
| <b>Are you:</b> | Total Male   | 0 | Percent Total Surveys | 0%   |
|                 | Total Female | 1 | Percent Total Surveys | 100% |

**How old are you?**

|                |   |                       |      |
|----------------|---|-----------------------|------|
| Total Under 18 | 0 | Percent Total Surveys | 0%   |
| Total 18-24    | 0 | Percent Total Surveys | 0%   |
| Total 25-39    | 0 | Percent Total Surveys | 0%   |
| Total 40-55    | 0 | Percent Total Surveys | 0%   |
| Total 56+      | 1 | Percent Total Surveys | 100% |

Monday, November 16, 2009

# Library on Wheels

Date Rcvd 1-3/week 1/week < 1/month Not Regular Books AudioBooks MusicCDs DVDs Newspapers Magazines UseComputer  
 AdultProgram Study/Work Socialize NoneofThese Use For # 3 # 3 Comment # 4 Yes # 4 No ChildProgram TeenProgram  
 # 4 Not Look # 4 Comment # 5 # :

**Total Surveys 3**

## 1. How often do you visit the library?

|                            |   |                       |     |
|----------------------------|---|-----------------------|-----|
| Total One to three times   | 1 | Percent Total Surveys | 33% |
| Total At least once        | 2 | Percent Total Surveys | 67% |
| Total Less than once       | 0 | Percent Total Surveys | 0%  |
| Total Not on regular basis | 0 | Percent Total Surveys | 0%  |

## 2. Which services do you frequently use at the library? (Check all that apply)

|                    |   |                       |      |                             |   |                       |     |
|--------------------|---|-----------------------|------|-----------------------------|---|-----------------------|-----|
| Total Books        | 3 | Percent Total Surveys | 100% | Total Attend Child Programs | 0 | Percent Total Surveys | 0%  |
| Total Audio Books  | 0 | Percent Total Surveys | 0%   | Total Attend Teen Programs  | 0 | Percent Total Surveys | 0%  |
| Total Music CDs    | 0 | Percent Total Surveys | 0%   | Total Attend Adult Programs | 0 | Percent Total Surveys | 0%  |
| Total DVDs         | 1 | Percent Total Surveys | 33%  | Total Study or Work Space   | 0 | Percent Total Surveys | 0%  |
| Total Newspapers   | 0 | Percent Total Surveys | 0%   | Total Socialize             | 0 | Percent Total Surveys | 0%  |
| Total Magazines    | 0 | Percent Total Surveys | 0%   | Total None of these         | 1 | Percent Total Surveys | 33% |
| Total Use Computer | 1 | Percent Total Surveys | 33%  |                             |   |                       |     |

## 3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

## 4. I found something to read, watch or listen to for myself or someone else on this library visit.

|                                 |   |                       |      |
|---------------------------------|---|-----------------------|------|
| Total Question 4 Yes            | 3 | Percent Total Surveys | 100% |
| Total Question 4 No             | 0 | Percent Total Surveys | 0%   |
| Total Question 4 Not Look Today | 0 | Percent Total Surveys | 0%   |

## 5. The library staff was responsive to my needs.

Average # 5 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

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Total Surveys 3

**6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)**

|                                     |   |                       |      |
|-------------------------------------|---|-----------------------|------|
| Total #6 Children Programs Events   | 0 | Percent Total Surveys | 0%   |
| Total #6 Summer Reading Program     | 0 | Percent Total Surveys | 0%   |
| Total #6 Teen Programs Events       | 0 | Percent Total Surveys | 0%   |
| Total #6 Computer Classes/Workshops | 0 | Percent Total Surveys | 0%   |
| Total #6 Adult Programs Events      | 0 | Percent Total Surveys | 0%   |
| Total #6 None of These Programs     | 3 | Percent Total Surveys | 100% |

**7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)**

|                                     |   |                       |     |
|-------------------------------------|---|-----------------------|-----|
| Total #7 Children Programs Events   | 1 | Percent Total Surveys | 33% |
| Total #7 Teen Programs Events       | 1 | Percent Total Surveys | 33% |
| Total #7 Adult Programs Events      | 1 | Percent Total Surveys | 33% |
| Total #7 Computer Classes/Workshops | 1 | Percent Total Surveys | 33% |
| Total #7 Other                      | 0 | Percent Total Surveys | 0%  |

**8. Please rate your satisfaction with the physical facility of this library:**

|                               |   |                  |             |                      |
|-------------------------------|---|------------------|-------------|----------------------|
| Average Size                  | 2 | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Cleanliness           | 3 | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Furniture/Furnishings | 3 | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Number of Computers   | 2 | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |

**Please tell us about yourself.**

|                 |              |   |                       |     |
|-----------------|--------------|---|-----------------------|-----|
| <b>Are you:</b> | Total Male   | 1 | Percent Total Surveys | 33% |
|                 | Total Female | 2 | Percent Total Surveys | 67% |

**How old are you?**

|                |   |                       |     |
|----------------|---|-----------------------|-----|
| Total Under 18 | 0 | Percent Total Surveys | 0%  |
| Total 18-24    | 1 | Percent Total Surveys | 33% |
| Total 25-39    | 0 | Percent Total Surveys | 0%  |
| Total 40-55    | 0 | Percent Total Surveys | 0%  |
| Total 56+      | 2 | Percent Total Surveys | 67% |

Monday, November 16, 2009